January 2005

CADDIS Connection

Happy New Year

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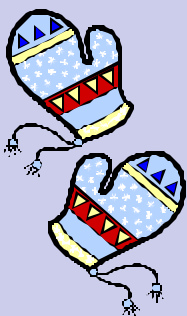
Happy New Year from the CADDIS Project staff! We've been busy over the holidays researching questions and issues from our site visits, collecting information needed for our business process analysis, and revamping the regional center CADDIS information website (formerly the CADDIS Project page). We will provide the website address to you when it is ready and hope you'll have the opportunity to visit it for current information. Among other things, it includes the first group of questions from the more than 200 we collected during Regional Center visits. We will continue to add to this list as project staff validate responses, and we will notify you by e-mail when new information has been posted. Our goal is to update the site on a bi-weekly basis. We encourage you to use our CADDIS email address and submit any additional questions or suggestions you might have. We will do our best to be responsive.

This week we are finalizing all major design issues and will freeze the system design in order to stabilize the functionality that will be developed, tested and implemented. This means that no new design requests will be incorporated into the application until after implementation. As a result of critical design changes identified since mid-October, together with new programs that must now be included in the CADDIS rollout, i.e., Habilitation, Family Cost Participation Program (FCPP), and Self Direction, the projected development phase will be extended by eight weeks. This will impact the first "go-live" date by that same timeframe, but will not affect the overall target of implementing all twenty-one regional centers by June 2006. We will keep you updated as we move through each phase of the project.

Thanks to your feedback and participation, CADDIS will include many more features to support your business needs.
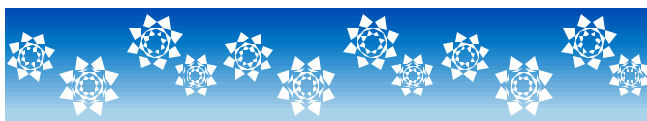
"On The Road Again"
By Beverly Humphrey, Stephani Long, and Becky Pipoly

During the first two weeks of December we continued our regional center meetings in Southern California. Consistent with our previous site visits, each regional center identified at least one unique challenge or idea, and many of the concerns and recommendations mirrored those expressed at previous sessions. We will be addressing many of your questions and concerns in the newsletter and on the website.
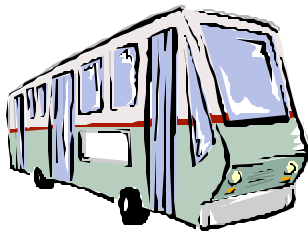
During these December visits, we began to ask the RC staff to identify high volume business areas in order to better understand our priorities for system performance analysis. Clearly, the answer varied depending upon the worker. However, several areas were consistently mentioned as highly intensive from a workload perspective. Examples include: authorizations, CDER, IFSP, invoicing, IPP, lookups/searches, payments, purchase of service, Quarterly Reports, SIR, TCM notes and vendoring. We plan to closely monitor these areas as we begin system performance measurements.

As a result of our meetings, we have a much better understanding of the issues prevalent in the field and have already begun to use that knowledge to make improvements in our planning and preparation strategies. Some regional centers have invested considerable staff time toward their pre-implementation readiness, and we hope to share their plans and strategies in upcoming newsletters.

Having now visited twenty of the twenty-one regional centers, we are planning to schedule Alta Regional Center this month. Thanks again to all of the centers for your generous hospitality and the time you shared with us. We look forward to visiting again in the near future.

Updated CADDIS Project Schedule

2004				2005												2006					
SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN

ASSESSMENT
- Design Issue Resolution
- RC Visits
- Business Process Evaluation

APPLICATION DEVELOPMENT
- Application Modifications
- Full System Test
- Performance Analysis
- Performance Test
- Conversion Modifications
- Conversion Rehearsals

UAT
- UAT Preparation
- UAT Dry Run
- User Acceptance Test/Parallel Test

TRAINING & RC READINESS
- Business Process Transition Readiness
- Implementation Planning & Readiness
- Training Planning & Documentation
- UAT Refresher Training
- Ongoing Training
  - CADDIS Fundamentals
  - System Admin
  - Ad Hoc Reporting
  - Application - CCT

IMPLEMENTATION
- 2 PILOTS GO-LIVE
- Ongoing Rollouts
  (RCs per weekend)

1	2	2	2	2	2	2	1	2	2	1

LEGEND
- ◆ Milestone
- ▬ Critical Path Task

Key Assumptions:
- Application and Conversion design will be frozen 1/10/05 with no new changes in scope
- Business process resources available
- Implementation readiness resources available

Updated Project Status

This week the CADDIS team is finalizing all existing design issues known as of 1/7/05. This activity is critical in order to freeze the system design and complete application development and testing. The design resolution process has been in full swing since October 2004 and has identified 81 essential changes to the application. These changes vary in size and complexity, but in total, exceed 10,500 hours of project impact. While every effort has been made to preserve the current schedule, the changes required by all twenty-one regional centers for "go-live," leave us with no realistic alternative but to adjust our timeframe. Hence, the project schedule will be extended by eight weeks to absorb this new workload. The plan is to move the first "go-live" at the two pilots to November 2005, but not affect the overall target of implementing all twenty-one regional centers by June 2006. It is essential at this point to box-in the system design and complete the schedule as planned.

The major project activities affected include:

- **Application Development**

  With the new workload described above, application modifications (including both the design changes and system defects) are scheduled to conclude by May 31, 2005. This will be followed by an eight-week period of full system test. Given all of the new functionality to be tested, the timeframe for system test was expanded by two weeks.

  System performance analysis is underway, and formal volume and stress testing will be conducted from May to July 2005.

  Several of the design changes also impact the conversion software, and consequently it will be undergoing modifications for the next couple of months. RC conversion rehearsals are already in progress and will continue through October 2005.

- **User Acceptance Testing (UAT)**

  Formal UAT preparation activities will commence in April 2005. A UAT refresher training has been planned for the pilot RCs during the last two weeks of July 2005 to prepare the UAT testers. A two-week UAT dry run is planned for the beginning of August 2005, so the project team can ensure the UAT environment is ready and everything is in place to start UAT. UAT will then begin in August 2005 and will last through October 2005.

- **Training and Regional Center Readiness**

  These activities are beginning now with a focus on business process transition readiness, training, and implementation readiness. As part of the Assessment phase, the project team analyzed the critical business processes in the regional centers. There is still much work to be done to relate these processes to CADDIS. This work will feed several work streams including training and the implementation activities.

- **Implementation**

  The two pilots are scheduled to go-live late November 2005. The remaining RCs will roll out over a five-month period, starting in January 2006 and completing in May 2006.

Department of Developmental Services

Business Process Validation Visits
by Tamara Wheeler, Cheryl Holden, Karla English and Matt Bunn

A team of DDS employees and Deloitte consultants visited North Los Angeles County Regional Center (NLACRC) at the end of November and the Regional Center of the East Bay (RCEB) at the beginning of December. The purpose of the visits was to validate the critical, common processes that had been diagrammed at two Business Process Validation sessions in Sacramento November 15 and 16. At those sessions, staff from nine RCs validated and/or clarified a set of core "As Is" (current) processes. These processes were compiled and diagrammed from data already collected from RCs by DDS, including completed toolkits. *The outcome of these initial validation sessions was a set of "generic" business process workflows that will be used to create the future CADDIS business process workflows.*

During the Regional Center visits, the six-eight person team broke into groups of two or three to meet with NLACRC and RCEB staff, discuss and document their processes, and sometimes "shadow" them during their workday. Team members focused on existing processes, including processes associated with SANDIS, UFS and other systems or databases the RCs currently use to complete core or critical tasks. RC staff openly shared their knowledge, enhancement ideas, and both frustrations and optimism associated with CADDIS-related process changes.

Upon our return to DDS, the outcomes of the RC visits were integrated into the generic business process workflows. The revised business process workflows specific to NLACRC and RCEB will be distributed to their respective RCs this month. We also documented all of the questions, issues and suggested CADDIS enhancements; then we set to work finding answers and/or validating that the issues and suggested enhancements were or were not already being addressed. *Responses will be posted to the CADDIS Project web page this month.*

Next Steps: Using the generic "As Is" workflows, the CADDIS Business Process team will create the CADDIS "To Be" (future) workflows. These "To Be" workflows will then be distributed to the RCs for use during the process "gap analysis" phase. RCs can compare their "As Is" process against the "To Be" process and see where job assignments or workflows might change.

The Business Process Validation Team wishes to thank the staff at NLACRC, RCEB and those who participated in the validation sessions in Sacramento for their willingness to share their process-related expertise with us.

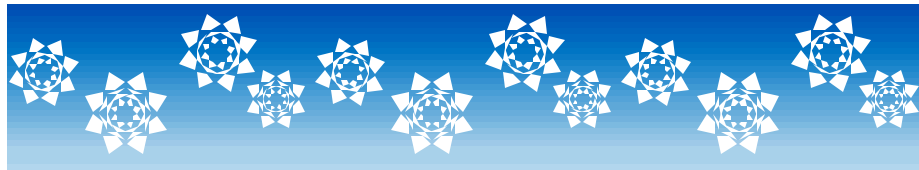# Frequently Asked Questions (FAQs) of the Month

Q: **Will CADDIS allow for multiple screens?**

A: A solution to the multiple screen issue has been found and approved. We will need to implement a full testing phase prior to moving this functionality into the application. This testing is not scheduled to be complete until early in the second quarter of this year.

Q: **Can the term "Service Provider" as it relates to RC staff be changed?**

A: In ShareCare, the term "Service Provider" refers to agency staff who provide services to the Consumer. There are types of Service Providers as well: Primary Staff (case-carrying staff), Medical Staff, Intake Coordinators, Physicians, Liaisons, and others. Service Providers can have licenses, credentials and other professional and demographic information recorded.

Because of the use of the term "providers" in the developmental disabilities system, DDS and Deloitte requested the term "Service Provider" be changed. To respond to this request, but also to stay within the scope of other social service and health agencies that also use ShareCare, EchoGroup changed the term "Service Provider" to "Service Staff." Screens and reports that currently use the term "Service Provider" will be changed to use "Service Staff."

Department of Developmental Services
CADDIS Project

Please help us in welcoming the two new Steering Committee Members:

- **Kevin Brown** will be joining us as our new Independent Verification and Validation (IV&V) Project Manager from Equanim Technologies. Mr. Brown has over 13 years of experience with health and human services government IT and business consulting engagements. Mr. Brown is a certified Project Management Professional (PMP) with the Project Management Institute (PMI) and has extensive experience providing IV&V and Independent Project Oversight Consulting (IPOC) for large system development and integration projects. Most recently, Mr. Brown has worked with the California Department of Health Services (DHS), the California Public Employee Retirement System (CalPERS), and the California Office of Statewide Health Planning and Development (OSHPD) on a variety of health & human services information technology and business related engagements.

- **Karen Jensen** is joining us as an additional Regional Center Representative from Valley Mountain Regional Center. Ms. Jensen is the Program Manager for Adult Case Management. She has worked with people with developmental disabilities for over 20 years. She began working for Valley Mountain as a Service Coordinator, eventually becoming a Senior Services Coordinator. For the past three years Ms. Jensen has been serving as the Program Manager, supervising a team of eleven service coordinators. She also participated in the initial CADDIS Pilot testing in preparation of UAT testing. Ms. Jensen was involved in testing Consumer portions of CADDIS including Service Plans, changing Consumer information, following the POS scripts, Consumer Notes, Special Incident Reports, Notice of Action, and Client Trust Scripts.

Staff Name	Location	Title	Role
Alan Messamore	Eclipse Solutions, Inc.	Senior Task Manager	Project Manager
Becky Pipoly	State of California -DDS	Manager	Program Manager
Bev Humphrey	State of California -DDS	Deputy Director, Information Services Division	Executive Sponsor
Carol Tomblin	San Gabriel/Pomona Regional Center	Director of Community Services	Regional Center Representative
Dale Sorbello	State of California -DDS	Deputy Director, Community Opertaions Division	Executive Sponsor
Dan Conway	Eclipse Solutions, Inc.	Project Director	Project Manager
George Stevens	North LA County Regional Center	Executive Director	Regional Center Representative
Jack Maitre	San Andreas Regional Center	District Manager, Special Services	Regional Center Representative
Janet Goehring	Inland Regional Center	Chief, Administrative Services	Regional Center Representative
Jerry Bowman	Kern Regional Center	Director of Administrative Services	Regional Center Representative
Karen Jensen	Valley Mountain Regional Center	Program Manager	Regional Center Representative
Kevin Brown	Equanim Technologies	President	Independent Verification and Validation
Pete Tiedemann	ARCA	Director of Consulting Services	ARCA Representative
Sharon Smyth	Westside Regional Center	Director IT & Facilities	Regional Center Representative
Susana Gil	North Los Angeles County Regional Center	Consumer Service Director	Regional Center Representative